

**CAHPS Survey for ACOs  
Participating in Medicare Initiatives  
Quality Assurance Guidelines Version 3  
*Technical Corrections and Clarifications***

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Issued January 27 2016

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Subsequent to the production of the *CAHPS Survey for ACOs Participating in Medicare Initiatives Quality Assurance Guidelines Version 3* (QAG V3), it has been determined that there are specific survey material items that require content corrections. These items are identified below. *This document was updated on January 27, 2016 to correct the final data submission due date included in the data collection schedule.*

**1. Section III, Program Requirements**

- **Survey Vendor Roles and Responsibilities, Page 17:** A sentence was added at the end of the first Note to further clarify the cell size rule for reporting. The sentence reads:
  - “*These instructions prohibit display counts of 1-10 or any numbers that allow the exact inference of a count of 1-10.*”

**2. Section IV, Data Collection Protocol**

- **Data Collection Schedule, Page 29:** The date for submitting final data files to CMS has been corrected from 2/10/2015 to 2/10/2016 on the last row of the “Survey Vendor Task” table. Please see below:
  - *Submit final data files to CMS approximately 7 days after close of data collection via the ACO Data Warehouse. Data can be submitted starting 2/10/2016. No files will be accepted after the submission deadline date of 2/12/2016.*
- **Phone Attempts, Page 36:** A Note was added after the second paragraph to clarify call back attempts. The Note Reads:
  - “*Note: It is permitted to call the beneficiary back one time after the sixth attempt if the beneficiary establishes a firm call-back date and time. The interviewer must establish the call-back with the beneficiary and not a member of the household.*”

**3. Section IX, Data Analysis and Public Reporting**

- **Survey Vendor Analysis of CAHPS for ACOs Survey Data, Page 61:** A Note was added at the end of the section to further clarify the cell size rule for reporting.
  - “*Note: These instructions prohibit display counts of 1-10 or any numbers that allow the exact inference of a count of 1-10.*”

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**4. Revision to English Mail Survey Instructions**

- The Example Q3 on the ACO-9 and ACO-12 survey instructions that uses circles instead of check-boxes should have the “Yes” response option selected instead of the “No” response. The survey instructions that use circles have been updated to reflect the revision to Q3.

➤ Current:

3. In the last 6 months, did you have any headaches?

- Yes
- No

➤ Revised:

3. In the last 6 months, did you have any headaches?

- Yes
- No

**5. Revisions to the Portuguese Mail Survey**

- The Portuguese ACO-9 and ACO-12 Mail Survey Q8 has been updated to include a question mark at the end of the question

➤ Current:

8. Nos últimos 6 meses, quando marcou uma consulta para um **checkup ou para cuidados de rotina** com este provedor, com que frequência conseguiu uma consulta logo que precisava

- Nunca
- Algumas vezes
- Habitualmente
- Sempre

➤ Revised:

8. Nos últimos 6 meses, quando marcou uma consulta para um **checkup ou para cuidados de rotina** com este provedor, com que frequência conseguiu uma consulta logo que precisava?

- Nunca
- Algumas vezes
- Habitualmente
- Sempre

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**6. Revisions to the Mail Survey Instructions for the Optional Languages**

- The check-box instructions on the first page of the ACO-9 survey has been updated for the 2015 survey administration for the following languages:
  - Cantonese
  - Mandarin
  - Portuguese
  - Spanish
  - Vietnamese
- The check-box instructions on the first page of the ACO-12 survey has been updated for the 2015 survey administration for the following languages:
  - Cantonese
  - Korean
  - Mandarin
  - Portuguese
  - Spanish
  - Vietnamese
- The ACO-9 and ACO-12 survey instructions that uses circles instead of check-boxes have been updated for the 2015 survey administration for the following language:
  - Russian

**7. Revisions to CATI Scripts**

- Revision to Spanish ACO-12 Survey CATI Script to include Portuguese as an optional language in Intro 1 and Intro 2

➤ <u>Current:</u>	
1 YES	[GO TO INTRO2]
2 SP NOT AVAILABLE RIGHT NOW	[GO TO CALLBACK MODULE]
3 REFUSAL	[GO TO REFUSAL MODULE]
4 SP NEEDS SPANISH LANGUAGE INTERVIEW	[SET LANGUAGE]
5 SP NEEDS CANTONESE INTERVIEW	[SET LANGUAGE]
6 SP NEEDS KOREAN INTERVIEW	[SET LANGUAGE]
7 SP NEEDS MANDARIN INTERVIEW	[SET LANGUAGE]
8 SP NEEDS RUSSIAN INTERVIEW	[SET LANGUAGE]
9 SP NEEDS VIETNAMESE INTERVIEW	[SET LANGUAGE]
10 SP IS TOO ILL	[GO TO PROXY1]
11 SP IS DECEASED	[GO TO NON-INTERVIEW SCREEN]
12 OTHER NON-INTERVIEW	[GO TO NON-INTERVIEW SCREEN]

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➤ Revised:

1	YES	[GO TO INTRO2]
2	SP NOT AVAILABLE RIGHT NOW	[GO TO CALLBACK MODULE]
3	REFUSAL	[GO TO REFUSAL MODULE]
4	SP NEEDS SPANISH LANGUAGE INTERVIEW	[SET LANGUAGE]
5	SP NEEDS CANTONESE INTERVIEW	[SET LANGUAGE]
6	SP NEEDS KOREAN INTERVIEW	[SET LANGUAGE]
7	SP NEEDS MANDARIN INTERVIEW	[SET LANGUAGE]
8	SP NEEDS RUSSIAN INTERVIEW	[SET LANGUAGE]
9	SP NEEDS VIETNAMESE INTERVIEW	[SET LANGUAGE]
10	SP NEEDS PORTUGUESE INTERVIEW	[SET LANGUAGE]
11	SP IS TOO ILL	[GO TO PROXY1]
12	SP IS DECEASED	[GO TO NON-INTERVIEW SCREEN]
13	OTHER NON-INTERVIEW	[GO TO NON-INTERVIEW SCREEN]

- Revision to the third paragraph in Proxy 6 and Intro 2 of all optional languages of the ACO-12 Survey CATI Script (and ACO-9 CATI Script when noted below) to indicate survey will take about 20 minutes to complete instead of 25 minutes

➤ Current Cantonese:

這個研究屬自願性質，而你參加與否的決定，不會對 [BENEFICIARY LAST NAME] (先生/女士)的聯邦醫療保險福利有任何影響。完成這個訪問大約需時 25 分鐘，視乎(他/她)的經驗而定。

➤ Revised Cantonese (ACO-12 and ACO-9):

這個研究屬自願性質，而你參加與否的決定，不會對 [BENEFICIARY LAST NAME] (先生/女士)的聯邦醫療保險福利有任何影響。完成這個訪問大約需時 20 分鐘，視乎(他/她)的經驗而定。

➤ Current Korean:

본 연구는 자발적인 참여로 이루어지며 참여 여부에 대한 귀하의 결정은 [BENEFICIARY LAST NAME] 님의 Medicare 혜택에 어떤 영향도 미치지 않습니다. 이 인터뷰를 필하는 데는 약 25 분이 소요되며 경험에 따라 좌우됩니다..

➤ Revised Korean (ACO-12 and ACO-9):

본 연구는 자발적인 참여로 이루어지며 참여 여부에 대한 귀하의 결정은 [BENEFICIARY LAST NAME] 님의 Medicare 혜택에 어떤 영향도 미치지 않습니다. 이 인터뷰를 필하는 데는 약 20 분이 소요되며 경험에 따라 좌우됩니다..

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- Current Mandarin:  
這項調查研究屬於自願性質，您決定參加或不參加都不會對 [BENEFICIARY LAST NAME] (先生/太太) 的 Medicare 福利有任何影響。這項訪問約需要 25 分鐘的時間，根據受訪者的看病經驗而定。
- Revised Mandarin (ACO-12 and ACO-9):  
這項調查研究屬於自願性質，您決定參加或不參加都不會對 [BENEFICIARY LAST NAME] (先生/太太) 的 Medicare 福利有任何影響。這項訪問約需要 20 分鐘的時間，根據受訪者的看病經驗而定。
- Current Portuguese:  
Este estudo é voluntário, e sua decisão de participar ou não da pesquisa não afetará os benefícios do Medicare do Sr./da Sra. [BENEFICIARY LAST NAME] de maneira alguma. A entrevista levará aproximadamente 25 minutos, dependendo das suas experiências.
- Revised Portuguese:  
Este estudo é voluntário, e sua decisão de participar ou não da pesquisa não afetará os benefícios do Medicare do Sr./da Sra. [BENEFICIARY LAST NAME] de maneira alguma. A entrevista levará aproximadamente 20 minutos, dependendo das suas experiências.
- Current Russian:  
Участие в этом исследовании является добровольным, и Ваше решение участвовать или не участвовать в нём никоим образом не повлияет на льготы, получаемые (г-ном / г-жой) [BENEFICIARY LAST NAME] в рамках программы Medicare. Прохождение опроса займет около 25 минут в зависимости от ответов на вопросы.
- Revised Russian:  
Участие в этом исследовании является добровольным, и Ваше решение участвовать или не участвовать в нём никоим образом не повлияет на льготы, получаемые (г-ном / г-жой) [BENEFICIARY LAST NAME] в рамках программы Medicare. Прохождение опроса займет около 20 минут в зависимости от ответов на вопросы.
- Current Spanish:  
Este estudio es voluntario, y su decisión de participar o no participar no afectará de ninguna manera los beneficios de Medicare de (el Sr./la Sra.) [BENEFICIARY LAST NAME]. La entrevista tomará unos 25 minutos para completar, dependiendo de las experiencias.
- Revised Spanish:  
Este estudio es voluntario, y su decisión de participar o no participar no afectará de ninguna manera los beneficios de Medicare de (el Sr./la Sra.) [BENEFICIARY LAST NAME]. La entrevista tomará unos 20 minutos para completar, dependiendo de las experiencias.

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- Current Vietnamese:  
Tham gia nghiên cứu này là việc tự nguyện và quyết định của quý vị tham gia hay không tham gia sẽ không ảnh hưởng đến những quyền lợi Medicare của (Ông/Bà) [BENEFICIARY LAST NAME] dưới bất kỳ hình thức nào. Cuộc phỏng vấn sẽ kéo dài khoảng 25 phút, tùy theo kinh nghiệm.
  - Revised Vietnamese (ACO-12 and ACO-9):  
Tham gia nghiên cứu này là việc tự nguyện và quyết định của quý vị tham gia hay không tham gia sẽ không ảnh hưởng đến những quyền lợi Medicare của (Ông/Bà) [BENEFICIARY LAST NAME] dưới bất kỳ hình thức nào. Cuộc phỏng vấn sẽ kéo dài khoảng 20 phút, tùy theo kinh nghiệm.
- **Revision of ACO-12 Russian CATI Script to include the Q57 Intro**
    - Q57 Intro added before Q57:  
**Q57 Intro.** Следующие вопросы касаются лично Вас и помогут нам составить общий портрет участников этого опроса.